



# ACCESS TO ELIGIBILITY SUPPORT SERVICES FOR HEALTH AND NUTRITION

Usage and Eligibility Results Report  
As of 1/31/2010

# ACCESS Report Summary

## Am I Eligible<sup>1</sup>

- **Self Assessments**

- Started to date: **555,663**
- Average started per month: **12,998<sup>2</sup>**
- Completed to date: **518,785**
- Average completed per month: **12,164<sup>2</sup>**

- **Households**

- Number of households found potentially eligible for at least one program: **497,973**
- Percentage of households who completed the screener that were found potentially eligible for at least one program: **96%**

- **Am I Eligible at a Glance**

- Of the percentage of households found potentially eligible for FoodShare, the average FoodShare value is: **\$183.72**
- On average, it took between **15 to 20** minutes to complete a self assessment

## Check My Benefits<sup>3</sup>

- Number of MyACCESS accounts created: **225,254 (156,985 unique accounts)**

<sup>1</sup> Cumulative total from August 2004 to present month.

<sup>2</sup> Average over the last 3 months.

<sup>3</sup> Cumulative total from September 2005 to present month.

## ACCESS Report Summary (Continued)

### Apply For Benefits<sup>1</sup> (AFB)

- **Applications**
  - Started to date: **626,248**
  - Average started per month: **28,537<sup>2</sup>**
  - Submitted to date: **416,111**
  - Average completed per month: **18,344<sup>2</sup>**
  - Full applications: **378,545**
  - Applications with just filing date: **37,566**
  - Priority Service Eligible: **25%**
- **Applications by Program**
  - FoodShare: **281,117**
    - Priority Service Eligible: **93,423**
    - Not Priority Service Eligible: **187,694**
  - Health Care: **284,498**
  - Family Planning Waiver: **89,497**

### Report My Changes<sup>3</sup>(RMC)

- **Reports**
  - Started this month: **5,553**
  - Submitted this month: **3,648**

<sup>1</sup> Cumulative totals from June 2006 to present.

<sup>2</sup> Average over the last 3 months.

<sup>3</sup> Cumulative totals from September 2006 to present

## ACCESS Report Summary (Continued)

### ACCESS Usage Statistics for January

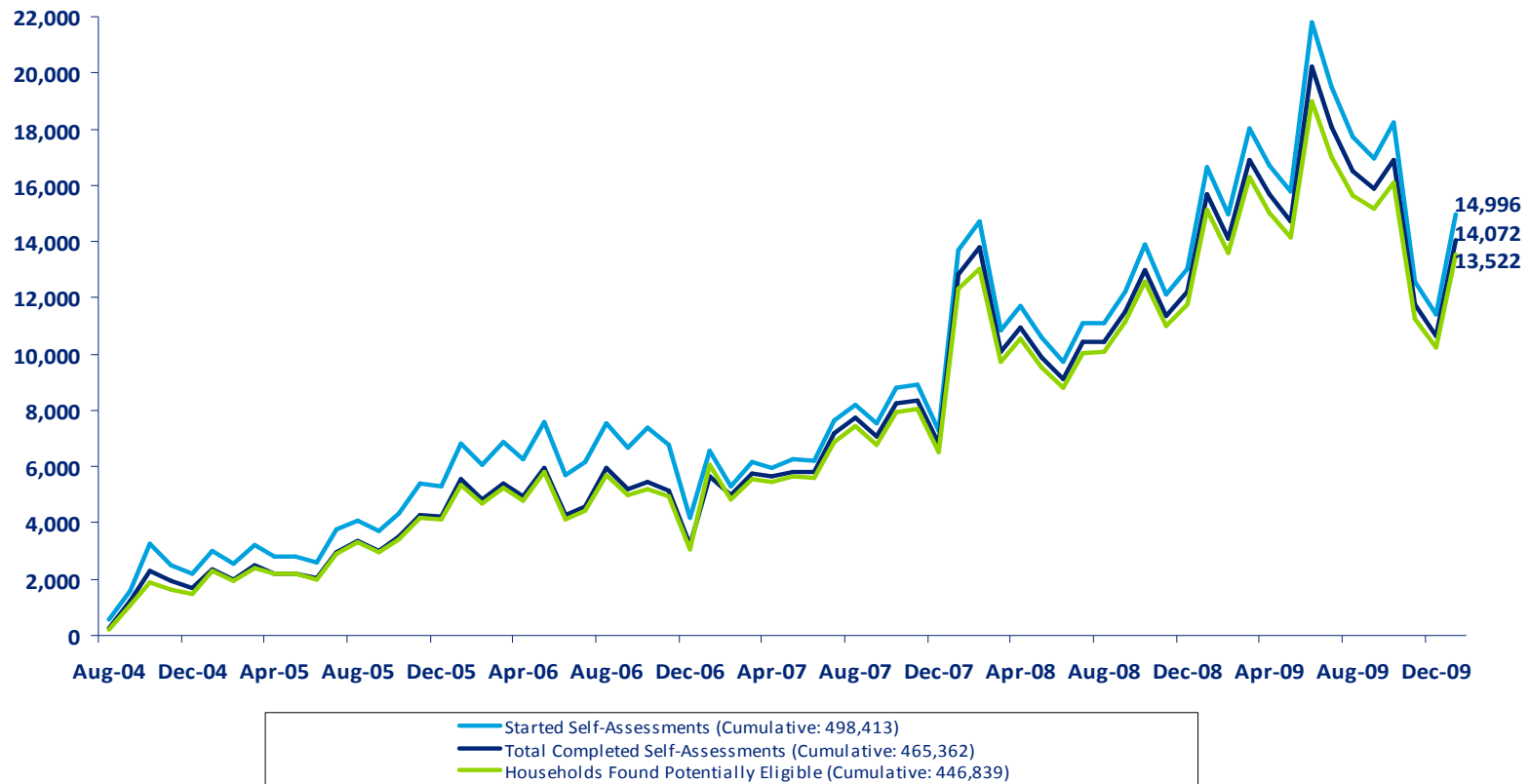
- **Login**
  - Total number of times users logged in to ACCESS: **139,777**
    - Percentage of ACCESS logins in Spanish: **0.21%**
  - Total number of times users logged in to CMB: **111,299**
    - Total number of distinct users who logged in to CMB: **37,229**
    - Total number of repetitive CMB logins by users: **74,070**
- **Expired Applications**
  - Total applications that expired this month: **4,183**
    - Percentage of expired applications that were Spanish applications: **0.65%**
- **Spanish**
  - Households who completed AFB application in Spanish: **1.73%**
  - Households who completed the change report in Spanish: **0.19%**
  - Households who completed Screener in Spanish: **0.10%**

Source Data: ACCESS and CARES

# **Am I Eligible? (AIE)**

Usage and Eligibility Results Report  
As of 1/31/2010

# AIE Self Assessment Statistics



Average self assessments started per month: **12,998**

Average self assessments completed per month: **12,164**

-August 2004 through November 2004 totals include the Family Medicaid and FoodShare Programs only.

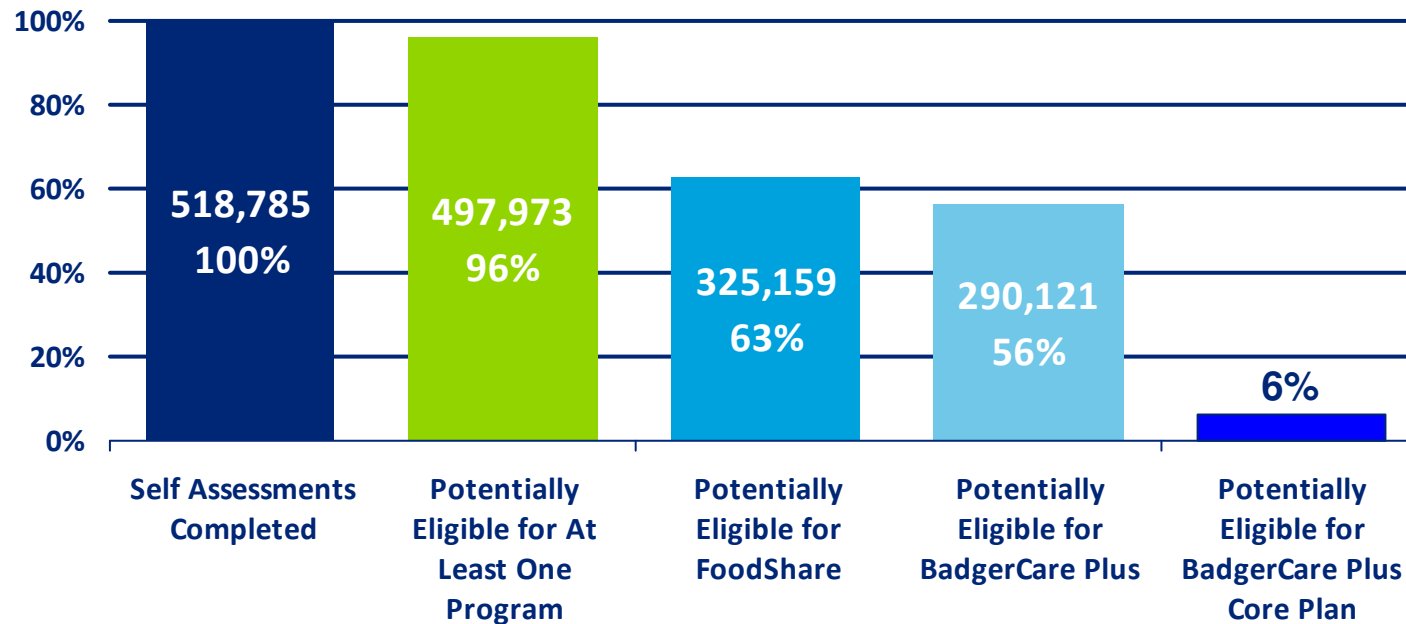
-Beginning in December 2004, totals include the addition of Family Planning Waiver, Medicaid (EBD), MPA, Long Term Care, SeniorCare, WIC, School Meals/Summer food, TEFAP, and Tax Credits.

-Beginning in late January 2007, totals include the addition of WHEAP (Wisconsin Home Energy Assistance Program.)

-As of January 2008, Family Medicaid and BadgerCare changed to BadgerCare Plus, Family Planning Waiver changed to Family Planning Waiver and EBD Medicaid changed to Medicaid.

Source Data: ACCESS

## Households Found Potentially Eligible in AIE



Of the percentage of households found eligible for FoodShare, the average FoodShare value is: **\$183.72**

\*The numbers include eligibility for BadgerCare Plus as of January 12, 2008

See next slide for detailed eligibility breakdown

\*Prior to January 11, 2008, the numbers included eligibility for Family Medicaid and BadgerCare

\*The numbers include eligibility for BadgerCare Plus Core Plan as of June 13, 2009

Source Data: ACCESS

## Potential Eligibility in AIE

	Date Available	December 2009	January 2010	Total to Date
FoodShare	08/2004	67%	68%	63%
BadgerCare Plus (prior to January 11, 2008, this was Family Medicaid and BadgerCare)	08/2004	54%	55%	56%
BadgerCare Plus Core Plan	06/2009	22%	23%	6%
Medicaid (Elderly, Blind, and Disabled (EBD))	12/2004	10%	9%	10%
Family Planning Waiver	12/2004	53%	55%	56%
Medicare Premium Assistance Program	12/2004	3%	3%	3%
Long Term Care	12/2004	1%	1%	2%
SeniorCare	08/2004	7%	5%	7%
Women, Infant and Children (WIC)	12/2004	23%	23%	26%
School Meals/Summer Food Service	12/2004	53%	54%	57%
The Emergency Food Assistance Program (TEFAP)	12/2004	68%	68%	65%
Medicare Part D	07/2005	11%	10%	11%
Tax Credits	12/2004	67%	67%	69%
Wisconsin Home Energy Assistance Program (WHEAP)	01/2007	77%	78%	44%



## AIE Usage by County/Tribe

County/Tribe	Count
ADAMS	2,347
ASHLAND	2,212
BARRON	5,016
BAYFIELD	1,414
BROWN	21,128
BUFFALO	1,128
BURNETT	1,274
CALUMET	3,121
CHIPPEWA	6,451
CLARK	2,416
COLUMBIA	4,959
CRAWFORD	1,463
DANE	46,611
DODGE	7,120
DOOR	2,062
DOUGLAS	4,171
DUNN	5,142
EAUCLAIRE	10,912
FLORENCE	423
FONDDULAC	7,964
FOREST	928

County/Tribe	Count
GRANT	4,128
GREEN	3,470
GREENLAKE	1,383
IOWA	1,741
IRON	650
JACKSON	1,854
JEFFERSON	6,698
JUNEAU	3,190
KENOSHA	17,501
KEWAUNEE	1,246
LACROSSE	11,489
LAFAYETTE	1,187
LANGLADE	1,528
LINCOLN	2,274
MANITOWOC	5,766
MARATHON	11,289
MARINETTE	4,250
MARQUETTE	1,493
MENOMINEE	422
MILWAUKEE	97,352
MONROE	4,763

Source Data: ACCESS 9

## AIE Usage by County/Tribe (Continued)

County/Tribe	Count
OCONTO	4,566
ONEIDA	4,127
OUTAGAMIE	16,683
OZAUKEE	5,239
PEPIN	636
PIERCE	3,406
POLK	4,372
PORTAGE	6,791
PRICE	1,320
RACINE	17,055
RICHLAND	1,773
ROCK	19,801
RUSK	1,608
SAUK	5,805
SAWYER	1,468
SHAWANO	3,836

County/Tribe	Count
SHEBOYGAN	9,035
ST. CROIX	8,255
TAYLOR	1,432
TREMPEALEAU	2,228
VERNON	2,239
VILAS	2,061
WALWORTH	9,651
WASHBURN	1,600
WASHINGTON	8,969
WAUKESHA	25,091
WAUPACA	4,524
WAUSHARA	2,225
WINNEBAGO	14,197
WOOD	7,876
UNKNOWN	35,858

Source Data: ACCESS



# **Apply for Benefits (AFB)**

Usage and Eligibility Results Report  
As of 1/31/2010

## ACCESS AFB Usage by County/Tribe

County/Tribe	# of Submitted Applications
ADAMS	732
ASHLAND	545
BAD RIVER	107
BARRON	2,917
BAYFIELD	565
BROWN	11,932
BUFFALO	403
BURNETT	574
CALUMET	1,456
CHIPPEWA	1,793
CLARK	989
COLUMBIA	2,167
CRAWFORD	638
DANE	28,117
DODGE	3,125
DOOR	423
DOUGLAS	1,585
DUNN	2,338
EAU CLAIRE	3,438
ENROLLMENT SERVICES CENTER	115,457

County/Tribe	# of Submitted Applications
FLORENCE	153
FOND DU LAC	4,320
FOREST	181
GRANT	1,190
GREEN	1,609
GREEN LAKE	464
HO CHUNK NATION	2
IOWA	484
IRON	107
JACKSON	528
JEFFERSON	2,498
JUNEAU	1,234
KENOSHA	10,271
KEWAUNEE	342
LA CROSSE	6,583
LAC DU FLAMBEAU	49
LAFAYETTE	416
LANGLADE	467
LINCOLN	761
MANITOWOC	2,646

Source Data: ACCESS, 12

## ACCESS AFB Usage by County/Tribe (Continued)

County/Tribe	# of Submitted Applications
MARATHON	5,455
MARINETTE	1,688
MARQUETTE	812
MENOMINEE	50
MENOMINEE TRIBE	3
MILES	29,515
MILWAUKEE	70,646
MONROE	2,010
OCONTO	1,436
ONEIDA	1,898
ONEIDA NATION	129
OUTAGAMIE	7,959
OZAUKEE	2,472
PEPIN	190
PIERCE	2,100
POLK	2,225
PORTAGE	3,009
POTAWATOMI	5
PRICE	208
RACINE	8,156

County/Tribe	# of Submitted Applications
RED CLIFF	33
RICHLAND	397
ROCK	9,717
RUSK	425
SAUK	2,251
SAWYER	324
SHAWANO	1,528
SHEBOYGAN	4,314
SOKAOGON	58
ST CROIX	5,432
ST CROIX TRIBE	1
STATE	4
STOCKBRIDGE-MUNSEE	28
TAYLOR	320
TREMPEALEAU	1,117
VERNON	694
VILAS	547
WALWORTH	5,439
WASHBURN	554
WASHINGTON	3,567

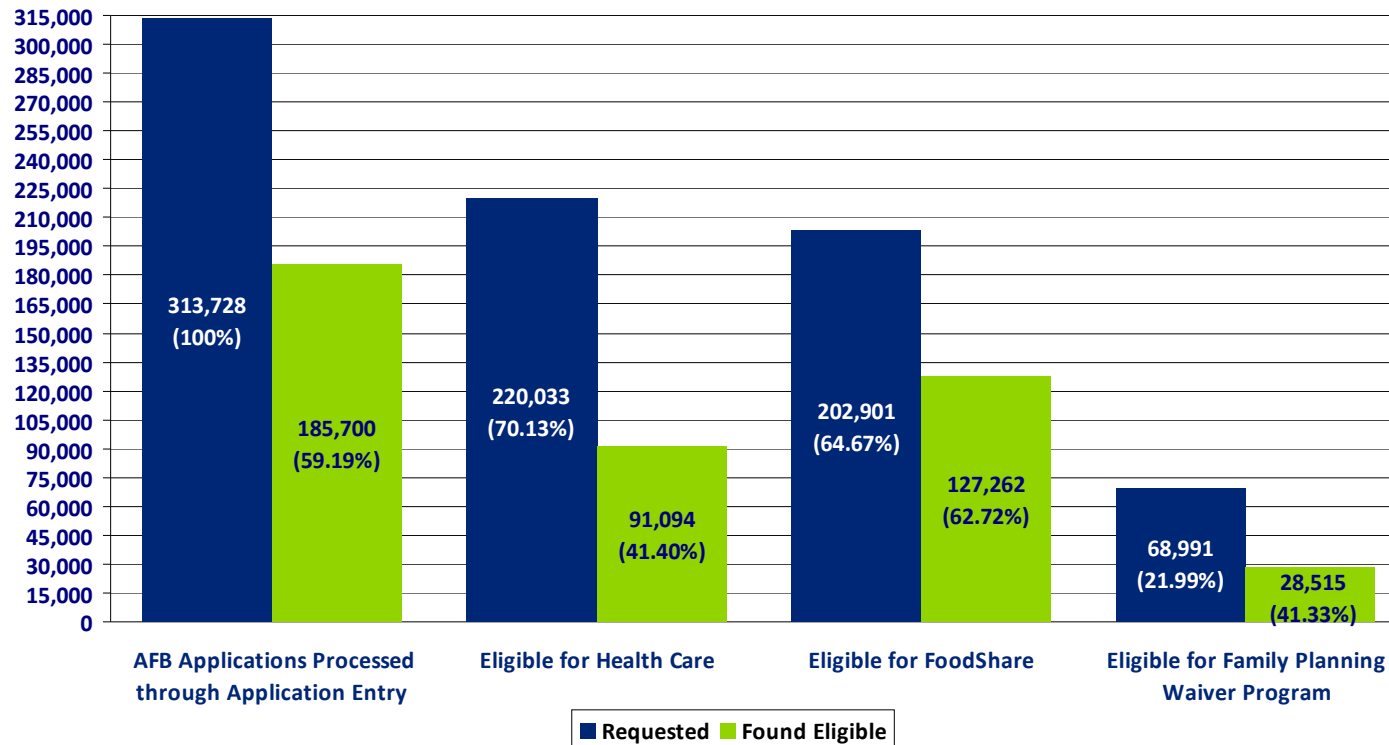
## ACCESS AFB Usage by County/Tribe (Continued)

County/Tribe	# of Submitted Applications
WAUKESHA	12,662
WAUPACA	2,305
WAUSHARA	738
WINNEBAGO	7,220
WISCONSIN	3
WOOD	2,860
TOTAL (submitted to date)	416,110

Source Data: ACCESS

# CARES / AFB Eligibility Results

## Eligibility Results of the Applications Submitted from ACCESS



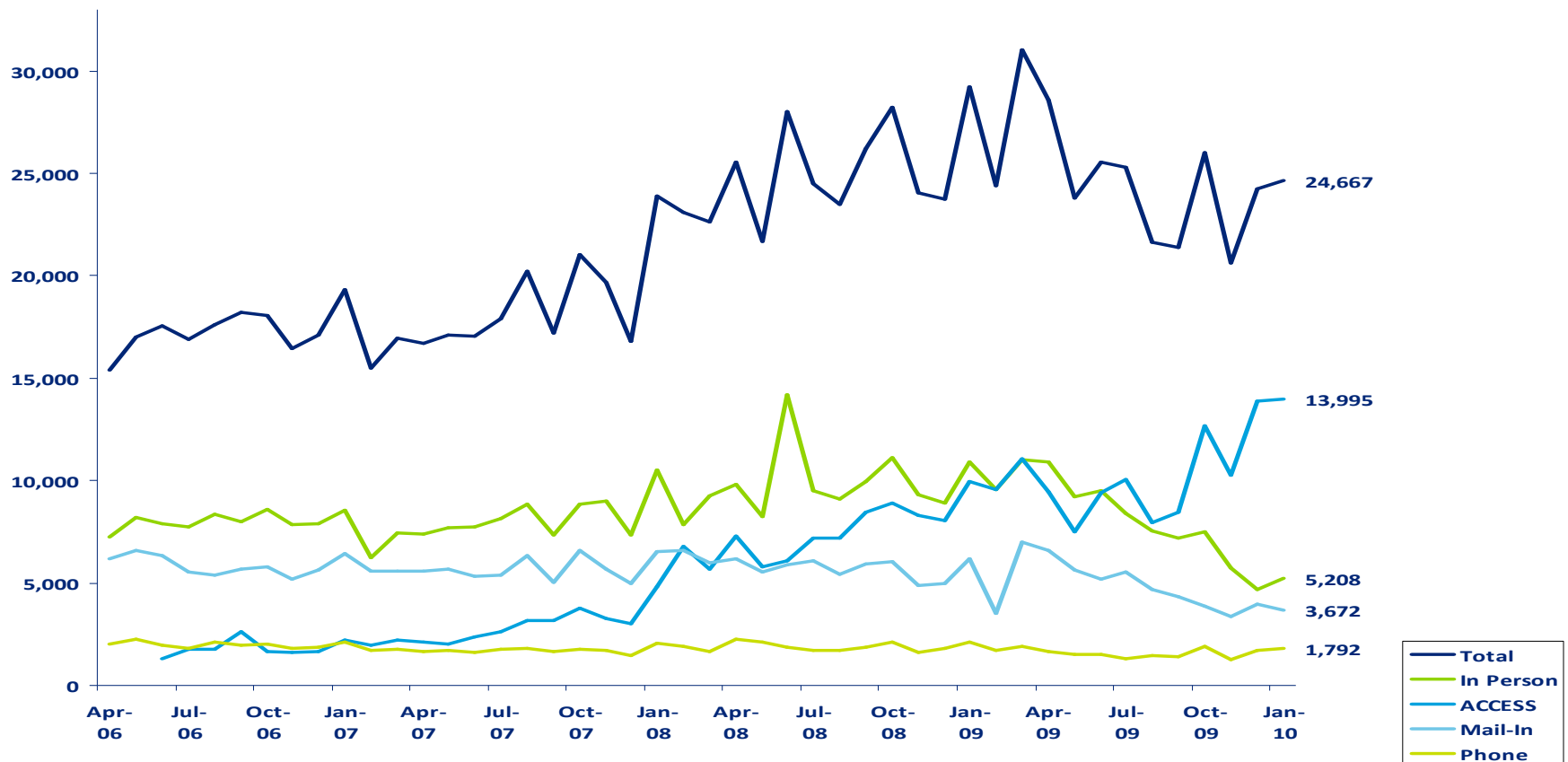
“AFB Applications Processed through Application Entry” indicates the number of ACCESS AFB applications for which the Application Entry process is complete for the case and eligibility has been run.

Source Data: CARES

\*The Health Care bars include the following programs: BadgerCare Plus, Badger Care Plus Core Plan, Medicaid

# CARES RFA Information

## Health Care, FoodShare and Family Planning Waiver Program RFA Counts by Contact Method



Source Data: CARES



## AFB Summary Information

- **Application Statistics**
  - Started to date: **626,248**
  - Average started per month: **28,537**
  - Submitted to date: **416,111**
  - Average completed per month: **18,344**
  - Full applications: **378,545**
  - Applications with just filing date: **37,566**
  - Priority Service Eligible: **25%**
  - Health care applications received this month with an elderly, blind, disabled or potentially disabled household member: **1,600**
- **Applications Submitted by Program**
  - FoodShare: **281,117**
    - Priority Service Eligible: **93,423**
    - Not Priority Service Eligible: **187,694**
  - Health Care: **284,498**
  - Family Planning Waiver: **89,497**
- **Help With Applications:**
  - Applied at Community Access Point: **6.17%**
  - Applied with the help of a friend or family member: **0.97%**
  - Applied with the help of a staff person or volunteer at an agency: **1.47%**
  - Authorized representative applied: **0.93%**
  - Legal Guardian applied: **0.38%**
  - Power of Attorney applied: **0.15%**

## AFB Summary Information

- **FoodShare Benefit Amount**
  - Of those eligible for FoodShare, the average FoodShare value is: **\$227.38**
- **Answers to the FoodShare Interview Question**
  - Number of applications that requested a phone interview: **93,528**
  - Number of applications that requested an in person interview: **119,057**
  - Number of applications that did not answer: **68,654**
- **Hardship Reasons**
  - I am elderly, blind or disabled: **2.39%**
  - I work during regular business hours: **9.27%**
  - I have limited transportation or difficulty getting to the office: **12.26%**
  - I have school or training during regular business hours: **3.00%**
  - I am caring for another person in my household: **1.59%**
  - I do not have child care: **4.82%**
  - I am not comfortable going to the local agency: **3.36%**
  - I am ill and unable to go to the local agency: **0.96%**
  - There is severe weather in my area: **0.32%**
  - Other: **3.50%**
- **BadgerCare Plus Core Plan Applications for September**
  - Total Submitted Core Plan Applications: **0**
    - Submitted through Enrollment Services Center: **0**
    - Submitted through ACCESS: **0**
      - Submitted through Community Access Point: **0**
- **CWW Application Services tool Applications for September**
  - Total AFB applications submitted through the CWW Application Services tool: **936**



# **Check My Benefits (CMB) and Report My Changes (RMC)**

Usage and Eligibility Results Report  
As of 1/31/2010

## MyACCESS Account Breakdown by County/Tribe (CMB/RMC)

County/Tribe	Count
ADAMS COUNTY	399
ASHLAND COUNTY	323
BADRIVER TRIBE	32
BARRON COUNTY	907
BAYFIELD COUNTY	210
BROWN COUNTY	5,749
BUFFALO COUNTY	178
BURNETT COUNTY	273
CALUMET COUNTY	520
CHIPPEWA COUNTY	1,118
CLARK COUNTY	405
COLUMBIA COUNTY	798
CRAWFORD COUNTY	392
DANE COUNTY	7,821
DODGE COUNTY	1,083
DOOR COUNTY	328
DOUGLAS COUNTY	758
DUNN COUNTY	953
EAUCLAIRE COUNTY	1,505
ENROLLMENT SERVICES CENTER	22,083
FLORENCE COUNTY	71
FONDDULAC COUNTY	1,882
FOREST COUNTY	157
GRANT COUNTY	614
GREEN COUNTY	501

County/Tribe	Count
GREENLAKE COUNTY	229
IOWA COUNTY	291
IRON COUNTY	102
JACKSON COUNTY	251
JEFFERSON COUNTY	1,045
JUNEAU COUNTY	480
KENOSHA COUNTY	5,638
KEWAUNEE COUNTY	214
LAC DU FLAMBEAU TRIBE	1,674
LACROSSE COUNTY	76
LAFAYETTE COUNTY	187
LANGLADE COUNTY	398
LINCOLN COUNTY	425
MANITOWOC COUNTY	1,101
MARATHON COUNTY	2,052
MARINETTE COUNTY	838
MARQUETTE COUNTY	256
MENOMINEE COUNTY	80
MILES	5,362
MILWAUKEE COUNTY	46,800
MONROE COUNTY	846
OCONTO COUNTY	647
ONEIDA COUNTY	797
ONEIDA TRIBAL COUNCIL	194
OUTAGAMIE COUNTY	3,201

Source Data: ACCESS

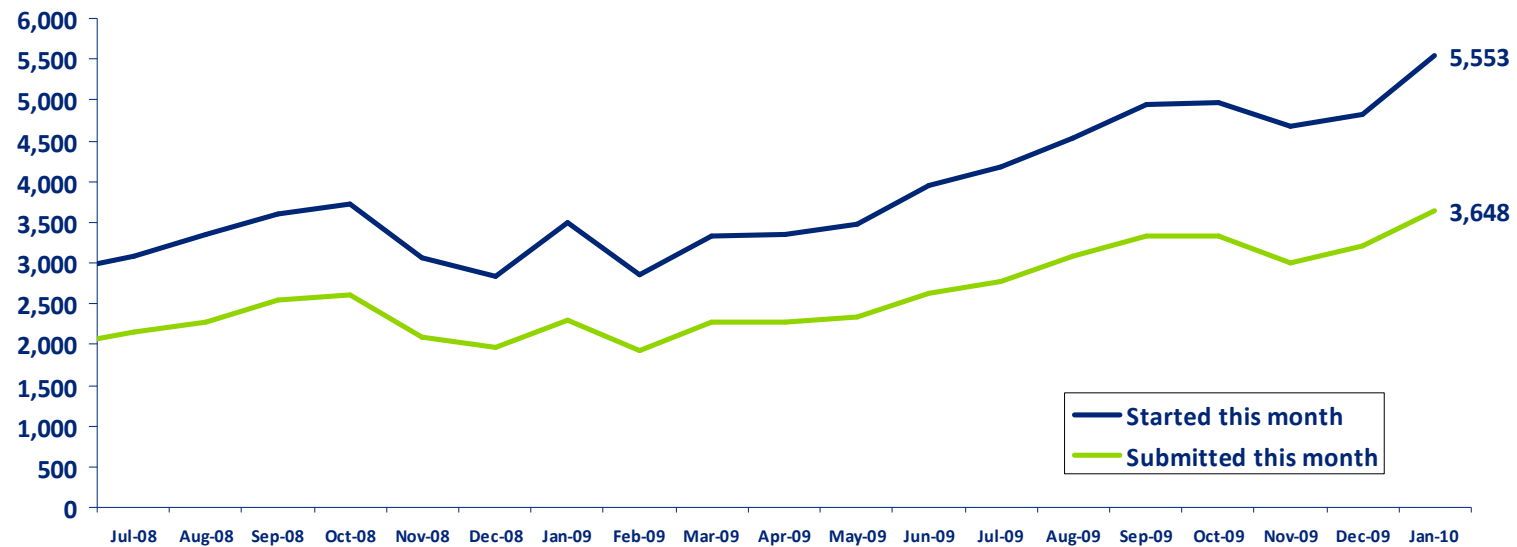
## MyACCESS Account Breakdown by County/Tribe (CMB/RMC, Continued)

County/Tribe	Count
OZAUKEE COUNTY	851
PEPIN COUNTY	98
PIERCE COUNTY	587
POLK COUNTY	862
PORTAGE COUNTY	1,004
POTAWATOMI	2
PRICE COUNTY	171
RACINE COUNTY	5,108
REDCLIFF TRIBE	51
RICHLAND COUNTY	225
ROCK COUNTY	3,873
RUSK COUNTY	264
SAUK COUNTY	951
SAWYER COUNTY	239
SHAWANO COUNTY	744
SHEBOYGAN COUNTY	2,035
SOKAOGON TRIBE	9
ST.CROIX COUNTY	1,467
STOCKBRIDGE-MUNSEE TRIBE	27
TAYLOR COUNTY	183
TREMPEALEAU COUNTY	509
VERNON COUNTY	362
VILAS COUNTY	267
WALWORTH COUNTY	1,913
WASHBURN COUNTY	278

County/Tribe	Count
WASHINGTON COUNTY	1,527
WAUKESHA COUNTY	4,316
WAUPACA COUNTY	955
WAUSHARA COUNTY	392
WINNEBAGO COUNTY	2,934
WISCONSIN (STATE LEVEL AGENCY – CAPO)	1,002
WOOD COUNTY	1,535
<b>Total</b>	<b>156,985</b>

# RMC Summary Information

## Report My Changes (RMC) Report Counts



Started to date: **106,450**

Submitted to date: **70,524**

## Types of Changes Reported to Date Cumulative

Change Type	Count
CHANGE IN ADDRESS AND/OR PHONE NUMBER	28,446
SOMEONE MOVED INTO HOUSEHOLD (PERSON ADD)	7,007
SOMEONE MOVED OUT OF HOUSEHOLD	5,978
SOMEONE DIED	75
SOMEONE GOT MARRIED	1,306
SOMEONE GOT DIVORCED	104
SOMEONE BECAME PREGNANT	3,020
SOMEONE'S PREGNANCY ENDED	1,779
SOMEONE BECAME DISABLED	1,132
SOMEONE STARTED A TYPE OF JOB OR EMPLOYMENT	11,125
SOMEONE CHANGED A TYPE OF JOB OR EMPLOYMENT	8,274
SOMEONE ENDED A TYPE OF JOB OR EMPLOYMENT	16,715

Change Type	Count
SOMEONE STARTED A TYPE OF UNEARNED INCOME	2,645
SOMEONE CHANGED A TYPE OF UNEARNED INCOME	3,194
SOMEONE ENDED A TYPE OF UNEARNED INCOME	4,268
SOMEONE ADDED A NEW TYPE OF UTILITY	14,392
SOMEONE STOPPED PAYING A TYPE OF UTILITY	4,907
SOMEONE ADDED A HOUSING EXPENSE	6,018
SOMEONE CHANGED A HOUSING EXPENSE	8,577
SOMEONE ENDED A HOUSING EXPENSE	2,293
	2,645

## RMC Usage by County/Tribe

County/Tribe	Count
ADAMS COUNTY	221
ASHLAND COUNTY	91
BADRIVER TRIBE	5
BARRON COUNTY	263
BAYFIELD COUNTY	35
BROWN COUNTY	2,790
BUFFALO COUNTY	38
BURNETT COUNTY	60
CALUMET COUNTY	125
CHIPPEWA COUNTY	348
CLARK COUNTY	93
COLUMBIA COUNTY	274
CRAWFORD COUNTY	169
DANE COUNTY	5,164
DODGE COUNTY	397
DOOR COUNTY	74
DOUGLAS COUNTY	273
DUNN COUNTY	255
EAUCLAIRE COUNTY	605
ENROLLMENT SERVICES CENTER	3,492
FLORENCE COUNTY	9
FONDDULAC COUNTY	532
FOREST COUNTY	23
GRANT COUNTY	141
GREEN COUNTY	194

County/Tribe	Count
GREENLAKE COUNTY	50
IOWA COUNTY	73
IRON COUNTY	13
JACKSON COUNTY	70
JEFFERSON COUNTY	301
JUNEAU COUNTY	241
KENOSHA COUNTY	2,143
KEWAUNEE COUNTY	34
LAC DU FLAMBEAU TRIBE	710
LACROSSE COUNTY	6
LAFAYETTE COUNTY	48
LANGLADE COUNTY	95
LINCOLN COUNTY	123
MANITOWOC COUNTY	314
MARATHON COUNTY	840
MARINETTE COUNTY	251
MARQUETTE COUNTY	87
MENOMINEE COUNTY	18
MILES	2,483
MILWAUKEE COUNTY	30,436
MONROE COUNTY	420
OCONTO COUNTY	229
ONEIDA COUNTY	255
ONEIDA TRIBAL COUNCIL	53
OUTAGAMIE COUNTY	2,095

Source Data: ACCESS



## RMC Usage by County/Tribe (Continued)

County/Tribe	Count
OZAUKEE COUNTY	404
PEPIN COUNTY	31
PIERCE COUNTY	280
POLK COUNTY	241
PORTAGE COUNTY	263
POTAWATOMI	0
PRICE COUNTY	27
RACINE COUNTY	2,242
REDCLIFF TRIBE	15
RICHLAND COUNTY	71
ROCK COUNTY	1,482
RUSK COUNTY	61
SAUK COUNTY	411
SAWYER COUNTY	59
SHAWANO COUNTY	208
SHEBOYGAN COUNTY	722
SOKAOGON TRIBE	9
ST.CROIX COUNTY	759
STATE LEVEL AGENCY – CAPO	0
STOCKBRIDGE-MUNSEE TRIBE	3
TAYLOR COUNTY	34
TREMPEALEAU COUNTY	115
VERNON COUNTY	80
VILAS COUNTY	63

County/Tribe	Count
WALWORTH COUNTY	910
WASHBURN COUNTY	78
WASHINGTON COUNTY	453
WAUKESHA COUNTY	1,848
WAUPACA COUNTY	317
WAUSHARA COUNTY	93
WINNEBAGO COUNTY	1,267
WOOD COUNTY	758
WISCONSIN	0
MANUALLY PROCESSED	161
<b>Total</b>	<b>70,524</b>